



JOB DESCRIPTION

Title: **COMMUNICATIONS ASSISTANT**
Department: Mayor
Class Code: 0665
FLSA Status: Non-Exempt
Effective Date: July 1, 1999 (Rev 07/2005)
Grade Number: 10

GENERAL PURPOSE

Under the direct supervision of the Chief of Staff, provides highly responsible staff support to the Mayor, Chief of Staff and other staff members of the Mayor's Office. Handles all items coming through the front office and assists in a myriad of communication needs. This is a highly confidential position which serves at-will to the Chief of Staff.

EXAMPLE OF DUTIES

- *-- Public and Calls: Professionally represents Mayor and Chief of Staff at the front office when working with anyone who calls or visits the Mayor's Office. Greets and directs walk-in traffic and answers main phone line into the Mayor's Office. Responds directly to many incoming public inquiries and complaints. Deals with persons who may be angry and hostile and to the extent possible diffuses such situations. When able and appropriate, answers questions and initiates research to assist Mayor or Chief of Staff in returning calls.
- *-- Correspondence/Files: Maintains orderly and documented flow of paper work through the front office. Responsible for date/time stamping and first review of mail and e-mails to the Mayor's Office. Reviews mail and e-mails with the Chief of Staff to assure a timely response. May compose first draft response to letters and e-mails for editing by Chief of Staff or proofread correspondence drafted by others. Tracks items sent to department heads for information and/or response. Maintains correspondence files and log of ingoing and outgoing correspondence. Keeps track of items submitted to the Front Office which require the Mayor's signature. Responsible for quick access to archived materials. Responsible for keeping up-to-date phone numbers.
- *-- Meetings and Agendas: Assists Chief of Staff and Administrative Assistant in scheduling meetings. Updates daily and weekly schedules on computer. Maintains file of agendas for meetings inside and outside the City. Assists in preparing agendas and maintaining items for meetings. Participates in Department Head meetings and manages the Council Action Request Log.

Communications Assistant
Page 2

- *-- Press Relations: Searches web for news articles relating to Murray City or other cities or agencies which may have pertinence to issues at Murray City and provides to Chief of Staff. Keeps archive of all Murray City articles. Assists Deputy in reviewing television news clips. May be asked to draft or edit a press release. Directs all media calls to the Chief of Staff.
- *-- Research/Writing/Editing: Researches issues as needed to facilitate discussions or presentations by the Mayor, Chief of Staff or Deputy for Legislation and Communication. Assists Chief of Staff in preparing, editing and proofreading reports and presentations. May be asked to prepare reports based upon research.
- *-- Presentations/Functions: Assists in planning and preparing presentations and events sponsored by the Mayor's Office. May be asked by Chief of Staff to attend neighborhood/constituent meetings to take notes and prepare follow up reports or assist the Mayor and Deputy with a school presentation. Handles special projects and mailings as assigned by the Chief of Staff.
- *-- Logo Use and Style Guide: Oversees Murray City use of the official Circle M logo as it pertains to the logo style guide. Advises departments on proper usage of the logo to assure strict adherence to the style guide in print, on clothing or other uses. This may involve researching and suggesting changes to the City web site to use the Circle M logo; to facilitate better and easier use of web site by the public; or updating and placing items on the website.
- *-- Website: Assists Chief of Staff and Deputy with items involving the web site. Responsible for development and maintenance of Mayor's Office pages and Citywide pages. May be involved serving on technical committees to coordinate technology projects.
- *-- Access Television: Assists Deputy in activities for city access channel. Requires knowledge of Elements of Photoshop. Duties include participation in coordinating meetings, tracking the program scheduling, compiling and coordinating information from the website to slides, gathering and editing material from departments, reviewing Public Service Announcements, and adding information from the Update. May be asked to compile and manage a database to track programming as well as keep current information on the website regarding access television.
- *-- Newsletter: Responsible for compilation, layout, production and mailing of City quarterly newsletter.
- Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- High School graduation plus three (3) years related experience in a confidential setting, to include one (1) year of word processing experience and/or equivalent combination of education or experience.

Necessary Knowledge, Skills and Abilities

- Willingness to have a general knowledge and understanding of Murray City operations and keep apprized of happenings in Murray to be of assistance to the Office and the to the general public.
- Computer skills and the willingness to learn computer programs.
- Good telephone etiquette, customer service skills and ability to handle difficult people in a calm manner.
- Ability to work well with the public and with all contacts to the Mayor's Office.
- Ability to plan and organize work.
- Ability to communicate effectively, verbally and in writing.
- Ability and willingness to establish and maintain effective working relationships with those inside the Mayor's Office.

TOOLS & EQUIPMENT USED

- Personal computer, including word processing; phone; copy and fax machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit and talk or hear; use hands to finger, handle, feel or operate objects, tools, or controls; and reach with hands and arms. The employee is regularly required to walk and stand and occasionally required to climb or balance.

- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually moderately quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____

*Essential functions of the job.